

APPLY ISO 9001 QUALITY MANAGEMENT SYSTEM TO AUDIT REQUIREMENTS



Learning Objectives

Upon completion of this course, learners are able to :

1. Interpret and apply of ISO 9001:2015
2. Identify product/service realisation cycle
3. Apply of the QMS principles
4. Apply appropriate work improvement activities for different customer segments
5. Prepare for an internal audit with teams with an intended KPIs
6. Assess compliance of QMS and provide constructive feedback
7. Follow up on QMS improvement
8. Document QMS improvement according to organisational standard procedures

Duration

2 days | 830am – 6pm | 16 hours

Who should attend

Adult learners that ideally have at least 2 years working experience so that they can apply their learning at workplace especially in a team-based context.

Entry Requirement

The learner should be assuming a position at or below supervisory level in an organisation and able to:

- Communicate ideas and information to others
- Solve problems using logical thinking process
- Collect and organise information to review data critically
- Plan activities to complete work activities
- Receptive to learning and willing to apply it at workplace

Course Fees

S\$492.20

*Registration Fee of S\$17.12 apply
SDF funding & SkillsFuture applicable
All fees stated are inclusive of 7% GST*

Award of Certificate

WSQ SOA will be issued to participants who have attended 75% of the course and successfully passed the assessment.



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Course Contents

M1 – Apply quality management principles

- KA1 Quality and product/service terms
- KA2 Concepts, intent and the application of the “process approach”
- KA3 Product/service realisation cycle
- KA4 Quality policy, objectives and target of the organisation

M2 – Interpretation and application of ISO9001:2015

- KA5 Eight Quality Management principles
- KA6 Modern Quality Management System and the development of ISO 9001 QMS
- KA7 Quality Management System requirements

M3 – Prepare an internal audit

- SE1 Establish networks and working relationships with others to enhance team effectiveness
- AA1 Identify customers and other interested parties as well as their requirements, needs and expectations
- AA2 Establish the organisation’s policies and objectives for the desired outcome
- AA3 Identify all the processes needed to produce the intended outputs
- AA4 Develop an audit scope in accordance to the organisation business activities
- AA5 Identify evidence of relevant exclusion clauses in accordance to organisation processes

M4 – Conduct an internal audit

- AA6 Develop an interaction chart between the ISO 9001 QMS requirements and the organisation processes
- AA7 Develop and document work documents for the audit process
- SE2 Seek appropriate advice for own work improvement from relevant personnel
- IC1 Provide constructive suggestions to improve on quality system and work processes according to organisational procedures

M5 – Conduct follow up after an internal audit

- IC2 Review report on abnormalities and problems encountered and offer improvements at appropriate platforms
- IC3 Contribute ideas to improve desired outcomes of products and services in accordance to organisational goals
- SE3 Carry out improvement of own work and quality performance according to feedback received
- SE4 Discuss performance measures with designated personnel to determine time, output and quality achievements
- LL1 Participate in reviewing work improvement activities
- LL2 Participate in enhancing key performance indicators



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